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Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: BUSINESS SYSTEMS SUPPORT MANAGER

DEFINITION

Under direction, to supervise, plan, and coordinate activities related to the Business Systems Support section of the Public Utilities Department; to manage and perform a variety of advanced professional, technical, analytical, and administrative duties in the area of system support, system analysis, business processes and procedures and system implementation; to perform department efficiency audits; to provide highly responsible and complex staff assistance to the Utilities Manager/Finance and Administration; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the supervisory level classification in the Business System Support Series. Work involves responsibility for the application of advanced professional knowledge and skills to the systematic management of the Business System Support function of the Public Utilities Department. This class is distinguished from the Senior Business System Support Analyst by the higher degree of managerial responsibility assigned, under the direction of the Utilities Manager/Finance and Administration; for providing Business System Support expertise in an advisory role to upper level management; for overseeing and performing difficult and complex work involving research, analysis, and the preparation of sound recommendations; and by the supervision of para-professional, technical, and professional level subordinates. Incumbents in this class use independent judgment and frequently and independently carry out general administrative assignments.

REPORTS TO: Utilities Manager/Finance and Administration

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Utilities Manager/Finance and Administration. May exercise general supervision over professional, technical, and clerical staff, as assigned.

EXAMPLES OF DUTIES

- Typical duties may include, but are not limited to, the following:
- Plan and coordinate activities related to system implementation, policies and procedures review, and user training.
- Identify and document required modification to computer applications; consult with system users to define general and detailed specifications of current and proposed systems.
- Supervise user support activities.
- Analyze department business processes and procedures for opportunities of efficiency.
- Coordinate and supervise system defect test methods and procedures.
- Prepare activity and progress reports regarding project team activities.
- Instruct, direct, review and evaluate work of project team.
- Supervise project teams established to work on various Information Technology projects.
- Develop and document appropriate system procedures and forms for use in various city processes.
- Make presentations to the Public Utilities Board and City Council when necessary.

- Supervise and participate in the preparation of operating procedure manuals and training materials.
- Provide departmental interface with Information Systems Department
- Train departmental staff on proper procedures for using equipment and software.

QUALIFICATIONS

Knowledge of:

- Implementation principles for complex integrated business systems.
- Principles, methods, and practices of public administration, municipal finance, accounting, and budget.
- Principles of supervision and project management.
- Principles of computer systems and procedures.
- Modern computer applications including financial, word processing, statistical, database, graphics and spreadsheet.
- Pertinent federal, state, and local laws and regulations.
- Principles of internal control.
- Customer information, accounting, and work order systems.

Ability to:

- Prepare reports and analysis.
- Develop and administer sound financial and administrative policies.
- Plan and coordinate meetings.
- Develop and perform operational audits and analysis of procedures.
- Build and motivate project teams.
- Utilize conflict management skills to resolve complex issues.
- Communicate clearly and concisely, orally and in writing.
- Analyze and develop logical solutions to problems.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Interpret and explain City policies.
- Make effective oral presentations.
- Provide training to professional and technical staff.
- Supervise, train, and evaluate assigned staff.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university with major work in Finance, Business Administration, or Information systems.

Experience: A minimum of five years of responsible experience in automated systems implementation including the areas of customer service, billing, financial and cost analysis, development of policies and project management. A Master's degree in a related area may substitute for one year of the required experience.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Business Systems Support Manager

TO: Utilities Manager/Finance and Administration